



4.5.2. Zoom Guidelines (3.1.4)

These sessions aim to provide a useful alternative to face-to-face sessions whilst still ensuring that the counselling process remains confidential and effective. In a face-to-face session, there is usually time on the journey home to reflect and reconnect with other routines; therefore, it may be worth planning a walk or time to yourself after a Zoom session to allow for this.

Listed below are points to note.

- Sessions will be for 50 minutes. Your counsellor will generate a new meeting for each session and send an email invite a few days before. Please ensure you log out at the end of each session.
- We will both agree not to make any recordings of the sessions.
- Details for payment can be found in the Confide Payment Methods document.
- I can be contacted by mobile [enter mobile number], email [enter email address] or telephone Confide reception 01243-531914. Please note that the receptionist will listen to messages on Monday and Thursday.
- If we lose connection during a session, I will attempt to reconnect. If that is not possible, then I will use phone /email to continue the session or to reschedule.
- If you need to cancel a session, please leave a message on [enter mobile number] or with the Confide reception as soon as possible.
- You should try to find a private, undisturbed place for our sessions and consider the use of headphones or background music to aid privacy.
- One difference that you may notice between face-to-face and Zoom sessions is that we can both view each other's homes.
- The initial zoom session may be used to assess whether this form of counselling is suitable for you and whether any adjustments are required. For example, if you do not like seeing yourself on screen, you can minimise your video.
- You are responsible for the security of your devices, such as appropriate password protection, regularly updated virus checker software and firewalls, etc. I will ensure my devices are similarly secure.